



**Good Shepherd
Food-Bank**
Feeding Maine's Hungry

MEMBER OF
**FEEDING[®]
AMERICA**

The mission of Good Shepherd Food Bank is to eliminate hunger in Maine by sourcing and distributing nutritious food to people in need, building strong community partnerships, and mobilizing the public in the fight to end hunger.

Self-Assessment for Partner Agencies

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www.gsfb.org

Self-Assessment for Partner Agencies



Directions: For each category, mark the box that best describes your program and operations.

If two categories seem to fit, mark both and underline or highlight all the items that seem to best describe your organization. If items are included that don't apply (but the category fits otherwise), cross out the non-applicable information. If you are unsure, please leave blank.

Agency Name _____ Name of Person Completing Form _____

Agency Operations				
Nonprofit Status				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Unsure of how our food program is organized or sponsored.</p>	<p>Our program is sponsored by another non-profit or church. Don't intend to apply for own 501c3/nonprofit status</p>	<p>Exploring the option of getting our own 501c3/nonprofit status. Sponsored by another nonprofit or church.</p>	<p>Have applied to the IRS for 501c3 status, waiting for determination. Sponsored by another nonprofit or church in the meantime.</p>	<p>Our program has its own 501c3 designation. We are able to directly take donations; have a functional board of directors, bylaws, and regular meetings.</p>

Staff/Volunteers				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Our program is considering closing due to lack of volunteers and/or program leadership. No active volunteer recruitment.</p>	<p>Finding volunteers to lead the program is a challenge. In the past we have cancelled at least one distribution or meal due to lack of volunteers.</p>	<p>Our program has enough volunteers to maintain our current schedule. We wouldn't be able to handle any more food or patrons. We are managed by 1 or 2 strong leaders.</p>	<p>Our program has strong, well organized leadership and enough volunteers to grow. At least 1 person is paid to do this work.</p>	<p>Our program has more volunteers than we can handle. We often have to refuse volunteers. We have more than one paid staff person and an active board of directors.</p>

Food Storage				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Our program's physical space is limited or we must set up and break down for each pantry/meal day since we distribute out of a shared use space. We do not have adequate dry storage to store the food we need. We have run out of food or are unable to serve emergency requests for food on non-pantry days in part due to lack of storage.</p>	<p>Our program has a storage area that is usually large enough to hold our dry food, but sometimes we must look for alternative storage for cold products. We have had to limit how much product we accept in donations due to limited storage space, cold or dry.</p>	<p>Our program currently has enough dry storage, freezer, and refrigerator space. But we do not have the physical room to expand our storage area in our current space.</p>	<p>Our program has some physical room to grow. We have the capacity to expand. We have available space to store food on the shelves in between pantry/ meal days that allows us to serve emergency requests for food.</p>	<p>Our program has an abundance of storage space. There are dry storage areas that are unused. We have the physical capacity to increase the amount of food we store and distribute.</p>

Technology				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Our program doesn't use a computer at all. We do not own or have access to a computer or internet. No phone line or phone located at facility.</p>	<p>Our program does not own a computer/phone, but staff or volunteers have a computer/phone at home which they use. Our facility does not have internet or phone line hook ups.</p>	<p>Our program has a computer (at the facility) which is used for intake, word processing and budgeting, but no internet access. We have a dedicated phone line at the pantry/soup kitchen, but no answering machine.</p>	<p>Our program has a computer dedicated to the program, with internet access on site. We use the computer for intake, word processing, budgeting, email, and ordering. Phone and answering machine on site.</p>	<p>Our program staff or volunteers regularly use multiple computers and the internet, including a dedicated computer for the program, for all aspects of our operation, including reporting our retail pick-ups to GSF. We have a phone line and answering machine that is checked regularly.</p>

Equipment				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our program has no equipment, such as freezers, refrigerators, shelving, etc. to run our operation. We do not have our own space to store equipment. No funds are available to purchase.	Our program has either a refrigerator or freezer (not both), but it is old and not working properly. Often run out of cold storage room.	Program has adequate freezers, refrigerators, and shelves, but has no room to expand. No funds to replace equipment if it fails.	Program has adequate freezers, refrigerators, and shelves, but would like to expand current capacity. Have the space to do so, but lacking funds.	Our program has an excess of freezers, refrigerators, and shelving to meet current needs. Funds are in budget to update equipment.

Finances & Funding				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our program is considering closing due to lack of funds to pay for food, transportation, building and other expenses.	Our program is barely making it with current funds. Volunteers usually donate funds to keep the program running.	Our program has enough money to maintain our current distribution/meal schedule and patron load. We don't have enough money to expand the program.	Our program has consistent, stable funding. Our budget is made up of funds from varied sources. If we wanted to expand, we would have the resources to do so.	Our program has a formal fundraising plan. Our budget increases every year to accommodate increases in costs and clientele. We receive money from an array of sources and can easily expand.

Planning & Decision Making				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our program has never done formal planning. Decisions regarding the program are often made spontaneously by 1 or 2 individuals.	Our program has never done any formal planning, but has unwritten procedures and goals. Decisions are made by 1 or 2 individuals with some discussion with board members or other volunteers.	Our program has procedures, goals, objectives and a budget, but all are unwritten. Our agency has a formalized decision making process.	Our program has taken part in formal planning, but doesn't develop an annual plan. We have a succession plan and written documents regarding procedures, goals and decision making. We also have a budget that we use to track spending.	Our program has a formal annual plan which includes written procedures, goals, objectives, and a budget. We have a well documented decision making process and succession plan.

Networking & Community Services				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our program does not have any communication with other food programs in our area. We are not familiar with social services in the area. Our program doesn't have any brochures available to patrons on other services.	Our program is aware of other food programs and services in the area, but we don't work directly with them. Our program has brochures on a few (< 3) services available in the area.	Our program has a referral guide of food and other social services programs that we use regularly. We communicate frequently with other food programs in the area. Our program has a resource board or area with brochures on many area resources/services.	Our program is in continuous contact with other food programs in the area. We educate volunteers about our community and make resource referrals to patrons. Brochures about other programs are regularly updated and replenished.	Our program is part of an organization that provides social services (not Good Shepherd FB). We belong to a network of area food providers and consistently provide patrons with resource referrals.

Distribution of Nutritious Food – For Food Pantries Only				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our program distributes mainly processed, shelf-stable food. We do not purchase food based on its nutritional quality. We are not able to or interested in educating patrons on healthy eating.	Our program distributes fresh product if it is donated. We do not have enough produce for each patron to receive a share. We may have recipes available. We post information on “My Plate” and other nutrition news.	Our program has enough produce for each patron to have some. We regularly have recipes, and volunteers can give suggestions on using fresh or other nutritious product. We have had one or two healthy cooking demonstrations by a community partner.	Our program regularly has healthy cooking classes and demonstrations for patrons. The bulk of the food we distribute is nutritious. We have low-salt, low-sugar, and no-gluten products as they are donated.	Our program buys only nutritious food, and we educate our community about donating nutritious food. Patrons receive a variety of fresh products including produce and dairy. We purchase food that is low-salt. We purchase food specifically for patrons with diabetes or gluten-free diets.

Transporting Food				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our program does not have reliable transportation to get food from the Food Bank or another source. We have had to reschedule or cancel food pick-ups due to lack of transportation. We do not use anything to keep cold food cold during transport.	Our program uses one or two volunteers to pick-up food, and they use their own vehicles. When they can't do it, we do not pick up food for our program. We do not use anything to keep cold food cold during transport.	Our program has a team of volunteers using their own vehicles to pick up food for our program. We use passive cooling techniques to keep cold food cold (thermal blankets and/or coolers), but may not be able to keep all food at the right temperature during transport.	Our program owns or rents a truck for food pick-up, and we use paid staff to pick up food. We have enough passive cooling equipment to ensure all food is kept at the right temperature during transport. We sometimes receive direct delivery of our food from the Food Bank.	Our program owns or rents a refrigerated truck and uses paid staff to pick up food at the Food Bank and/or at other locations or we have regular deliveries to our program location on refrigerated trucks from the Food Bank and other donors.

Patron Experience				
Schedule				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our program doesn't have a regular distribution schedule. Patrons call when they need assistance or we post meal times when we have them.	Our program is open less than 5 times a year. We notify patrons of the distribution days.	Our program is open once a month. We have a regular schedule and set hours.	Our program is open between 2-4 times per month. Patrons can come monthly. Most hours are during the day and not on the weekends.	We are open every week and patrons can come as often as needed. We are open at least one evening or weekend day.

Intake Procedures (beyond what the USDA requires for receipt of TEFAP food) – For Food Pantries Only				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Patrons fill out an application form and go through an interview. Our application is over 3 pages. Patrons' assets (such as cars) may be used by our program to assess eligibility for food.	Our application is less than 3 pages. Patrons are required to share income and benefit information & other specific household data and expenses.	We have a one page intake form where patrons are asked why they need the food in addition to other basic questions.	Patrons are asked to report their name, address, number in household and self-declare they are income eligible.	Patrons are asked only for their signature and the number of people in their household.

Distribution Process - For Food Pantries Only				
<p style="text-align: center;"><input type="checkbox"/></p> <p>Our program distributes small pre-packed bags or boxes of food to patrons. One bag size for all. Patrons do not choose the items that they receive.</p>	<p style="text-align: center;"><input type="checkbox"/></p> <p>Our program distributes large pre-packed bags or boxes of food. One bag/box size for all. We make an effort to make items nutritionally balanced and to include items that go together in meals. Patrons do not choose the items they receive in this box.</p>	<p style="text-align: center;"><input type="checkbox"/></p> <p>Our program distributes large pre-packed bags or boxes of food. Larger households receive more food. We make an effort to include nutritionally balanced food items that go together to form meals. When we have extras of a product, such as produce, patrons may choose to add these items to their pre-packed box.</p>	<p style="text-align: center;"><input type="checkbox"/></p> <p>Our program distributes a pre-packed bag or box of specific food staples, such as pasta, rice, sauce, peanut butter, canned vegetables, tuna, and cereal. Patrons are then given partial choice to pick remainder of the food items they desire. Miscellaneous non-staple items such as condiments and treats are not used to fill the pre-packed staple box, but may be chosen by the patrons who will use them.</p>	<p style="text-align: center;"><input type="checkbox"/></p> <p>Our program distributes food according to a full client choice model in which the patrons are allowed to select the items they want. Reasonable limits may be set on products and are clearly communicated to patrons to ensure there is enough for everyone. Staff or volunteers are available to help patrons with their selections or answer questions about unfamiliar products.</p>

Distribution Process - For Meal Sites and Soup Kitchens Only				
<p style="text-align: center;"><input type="checkbox"/></p> <p>Our meal site doesn't do any formal meal planning. One person is in charge of planning and preparing the meal, and our menu is set depending on the type and amount of free food we have or can find. We have sometimes closed due to lack of food.</p>	<p style="text-align: center;"><input type="checkbox"/></p> <p>Our meal site does very little menu planning; one or two volunteers or staff plan and prepare each meal. We rely mainly on donated food to set the menu, and we rarely can offer fresh food. We cannot offer any food for special diets (vegetarian or diabetic options, for example).</p>	<p style="text-align: center;"><input type="checkbox"/></p> <p>Our meal site has a team of staff and volunteers who plan meals ahead of time. We plan meals based on what is available for donated food but have a budget to purchase food to complete the menu. We have a group of volunteers working together to prepare the meal. We have a food budget and occasionally offer food for special diets (vegetarian or diabetic options, for example). We offer fresh food at each of our meals.</p>	<p style="text-align: center;"><input type="checkbox"/></p> <p>Our meal site has a team of staff and volunteers who plan meals and shop for meals. Donated food is used as a supplement to food purchased for the meal. Fresh food is a priority. Our planning team regularly considers options for special diets (vegetarian or diabetic options, for example) and makes them available most of the time. If we have extras, take-home meals may be made available to patrons who are ill or home-bound.</p>	<p style="text-align: center;"><input type="checkbox"/></p> <p>Our meal site has a team of staff or volunteers who plan and shop for meals. Our menu is advertised ahead of time at our site and/or on Facebook. We have a food budget and consistently offer both fresh food and food for special diets (vegetarian or diabetic options, for example). We have a formal volunteer program with many groups preparing and serving the meal on a rotating basis. Take-home meals are available by request for patrons who are ill or home-bound or who cannot stay for the meal.</p>

Confidential & Comfortable				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Our program is in a visible location and many volunteers have direct contact with patrons on distribution day. Patron names are called out when it is their turn to go through the line. Patron names are not always kept strictly confidential. Privacy is not guaranteed.</p>	<p>Intake forms are visible or accessible by many volunteers or other patrons. Patrons must sign in when they arrive on a running list where they can see the names of those patrons who signed in before them.</p>	<p>Confidentiality statement is posted. Patrons seem to be comfortable, but we have never asked or surveyed them. Sign-in is completed by one pantry volunteer, with names kept confidential from all other patrons. Numbers or another system is used to ensure patron names are not shared aloud.</p>	<p>Confidentiality statement posted and shared verbally with patrons. Patrons have been asked what could be improved to make their experience more comfortable.</p>	<p>Volunteer contact with patrons is kept to a minimum. Patron names are not on any documentation and never shared. Physical location is discreet.</p>